Reporting and Analytics Aggregates

DN Options

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DN Options

Settings on DNs affect ICON, Genesys Info Mart, and Reporting and Analytics Aggregates (RAA) reporting. There are additional ICON-related DN options that affect reporting. For full information about configuring DNs for ICON and Genesys Info Mart, see Configuring DN Objects.

The RAA–related options described on this page enable you to control reporting behavior at the level of individual virtual or ACD queues. The options are contained in the following configuration sections, configured on the **Annex** of DN objects:

- agg-gim-thld-QUEUE-IXN

> ## Tip
> For RAA–related options that you configure in a DN object, changes take effect on the next ETL cycle. The new option value is not applied to previously loaded facts.

agg-gim-thld-QUEUE-IXN Section

- <media>
- default

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to six values that correspond to the short-abandoned, acceptance, and accepted-by-agent thresholds for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:
`voice=5,15,30,5,15,30`
For the named media only, the value of this option overrides the previously defined default.

default

Default Value: 5,15,15,5,15,15

Valid Values: a,b,c,d,e,f where each letter represents an integer from 0 to 2^{31}-1 that represents one of the following thresholds:

- a=short-abandoned threshold for other than consult interactions
- b=acceptance threshold for other than consult interactions
- c=accepted-by-agent threshold for other than consult interactions
- d=short-abandoned threshold for consult interactions
- e=acceptance threshold for consult interactions
- f=accepted-by-agent threshold for consult interactions

The sequence that is specified as the value of this option does not have to increase monotonically.

Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to six values that correspond respectively to the short-abandoned, acceptance, and accepted-by-agent thresholds for nonconsult and consult interactions.

Specifies up to six values that correspond respectively to the short-abandoned, acceptance, and accepted-by-agent thresholds for nonconsult and consult interactions.